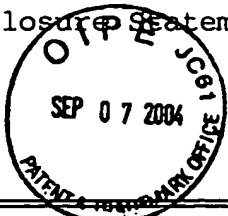


Information Disclosure Statement
 USSN 10/768,959
 August 31, 2004
 Page 1



Form PTO-1449 (Modified)	ATTY DOCKET NO. B-5368 621689-5	U.S. SERIAL NO. 10/768,959
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANTS Kemal DELIC, et al.	
	FILING DATE January 29, 2004	GROUP 21712166

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	ISSUE DATE	NAME	CLASS	SUB- CLASS	FILING DATE or 102(e) DATE IF APPROPRIATE
NKA	5,794,237	8/1998	Gore, Jr.	707	5	

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO
NKA	00/77689 A1	12/2000	WO			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

NKA	Delic, K.A., et al., "Knowledge-Based Support in Help-Desk Environments," <i>IT Pro</i> , pp. 44-48 (January/February 2000).
NKA	Delic, K.A., et al., "Knowledge-Based Support Services: Monitoring and Adaptation," <i>IEEE</i> , pp. 1097-1101 (2000).
NKA	Delic, K.A., et al., "Knowledge Harvesting, Articulation, and Delivery," <i>The Hewlett-Packard Journal</i> , Vol. 49, No. 2, pp. 74-81 (May 1998).

EXAMINER	DATE CONSIDERED
/Navneet K Ahluwalia/	07/06/2006

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.